

911 immediately and the 911 emergency team will come to your home or scene of the accident.

However, if you arrive at the Urgent Care Service with a life-threatening condition, you will be stabilized by the health care team and transferred by ambulance to an Emergency Department.



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Urgent Care Service

Chedoke Hospital
Sanatorium Road
A Division of Chedoke-McMaster
Hospitals



Urgent Care Service

at Chedoke Hospital

➤ What is the Urgent Care Service?

Urgent Care Service provides unscheduled health care. Broken bones, sprains and high temperatures are examples of injuries or illnesses treated in Urgent Care. Another way of describing Urgent Care is to say it's for non-life-threatening conditions, or for minor emergencies. People of all ages can use Urgent Care.

The Urgent Care Service will be staffed by doctors and nurses. The Chedoke X-ray and labs will be available to support the Urgent Care Service.

➤ Location and Hours of Operation

Wilcox Building, Chedoke site of Chedoke-McMaster Hospitals, Sanatorium Road.

Monday-Sunday from 8 a.m. - 11:30 p.m.

➤ When You Arrive

When you arrive you will be seen by a nurse. You will be asked to register and give some background information. Be sure to bring your Ontario Health Card.

If our staff see that you are too ill to wait, then you'll go straight to the examination room.

We work co-operatively with family physicians in the community. If you

wish, the record of your visit will be forwarded to your family doctor.

➤ Waiting Time

One of the benefits of an Urgent Care Service is that people can generally be treated faster than in a traditional Emergency Department. On average it takes 60 minutes from the time you register until the time you can go home. Many people will get the help they need even faster than that.

➤ Getting to the Urgent Care Service

When you use the Urgent Care Service you must arrive by your own transportation.

Never attempt to drive yourself or your relative to the hospital if the situation is critical.

➤ Emergencies

Please remember: if you have a life-threatening emergency, call